

NETWORK MANAGER REPORT



OCTOBER 2002

SUBMITTED BY Winn McInnis, General Manager

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OVERVIEW

Marketing/Operations

October proved to be a rewarding month for Alabama Interactive that offered an opportunity to learn from others, hire new staff members and continued application development. Our new business opportunities continue to grow and we look forward to having the office and staff to accommodate the needs of our current and prospective partners.

Other highlights during the month were:

- Entering final stages of preparation for November delivery of interactive/batch MVR's. We have completed the user interface and all required connectivity. We continue contact with the agency to ensure their involvement and comfort with the development process and service as a whole. AI has called on the help of NIC's Portal and Software Support Group (PSSG) to help with the successful integration of the MVR application.
- License renewal, reactivations and reinstatements with the Alabama Board of Nursing continue to exceed adoption expectations.
- The Department of Revenue continues to call on AI for service delivery to their constituencies. We have been approved to begin work on the refund status application. This free service will allow users to enter their personal identifier and verify the status of their individual income tax refund. We plan to have this application launched in time for tax season, late January or early February.
- Beginning November 1, 2002 we will have office space in the Business Center of Alabama.
- NIC hosted its fourth annual marketing conference in Nashville, TN the week of October 15, 2002. The marketing conference, as always, is a great opportunity for each network to share their best practices, including adoption-tracking applications, media relations, and "Best of the Web" standards.
- The Center for Digital Government provided an excellent reason for NIC to celebrate at this year's marketing conference as three NIC state networks placed in the top five, Virginia winning Best of the Web. Additionally, two NIC local networks place in the top five in the local government category, Tampa winning Best of the Web.

Our opportunities for prospective partnership continue to grow. Upon the new Director of Marketing's arrival, AI will be following up with some of our potential clients, including the

Alabama Administrative Office of Courts, Association of Bankers, Board of Home Builders and the Board of Pardons and Paroles.

Development

The Department of Revenue has a large need that we are working to fulfill. We are currently working to provide an online tax application, which will give their customers the ability to file several tax forms online. The Department of Revenue is hoping this application will cut down on the extreme amount of paperwork they must process each month. This application is in the final stages of testing.

We are working closely with the Secretary of State to provide an online UCC filing application that will give SOS the ability to receive UCC filing data in an electronic format. Thus saving SOS resources when processing the paper forms. This application is still undergoing development and User Testing as we are in the process of defining an efficient communication protocol to update Secretary of State's UCC data.

The development team is also working on a pilot application for the Real Estate Commission that will allow users to view and print license certifications via the web. The Real Estate Commission has viewed a demo of the application and were pleased with the results. They have a few cosmetic changes they would like to see on the application.

The development team is working with our corporate developers to create a DPS application that will allow users to submit interactive and batch MVR requests. The application will allow users to track their usage as well as provide a reporting mechanism for DPS to monitor the requests. The application will also have a billing module that will enable AI to invoice the customers using this service. This application is in the final stages of development and testing.

PROJECT REPORT

COMPLETED!

Application	Agency	Description	Status
Renewal of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.

Reactivation of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reactivate their license online.	This application is complete and in production.
Reinstatement of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reinstate their license online.	This application is complete and in production.
Renewal of Real Estate Licenses	Alabama Real Estate Commission	This application allows for the renewal of licenses online by real estate agents, realtors and brokers.	This application is complete and in production.
Tax Filing-	Department of Revenue	This application will allow citizens and businesses to file and pay taxes online.	Finishing development of last two tax forms and getting ready for testing.
UCC (Uniform Commercial Code) Filings	Alabama Secretary of State	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	This application is complete and is currently in testing. Production date is scheduled for December.
Payment Portal Merchant Service Agreement	Secretary of State	This will allow SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

IN DEVELOPMENT . . .

Application	Agency	Description	Status	Target Date
Payment of Parole and Restitution Cost	Alabama Board of Pardons and Parole	This application will allow parolees to pay restitution fines online	This project is still in the preliminary stage.	TBD
Electronic Access to Motor Vehicle Records	Alabama Department of Public Safety	This application provides electronic access to certain motor vehicle records	This application is in the spec gathering stage	Application interface and connectivity are complete. Finishing final stages of development and testing.
Address Change	Alabama Real Estate Commission	This application allows for the changing or updating of addresses and personal information.	This application is still in development.	TBD
Broker/Agent Certification	Alabama Real Estate Commission	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is in the spec gathering stage.	TBD

IN PLANNING AND CONSIDERATION . . .

Application	Agency	Description	Status	Target Date
Renewal of License	Alabama Association of Bankers	This application allows for the renewal of licenses online.	Awaiting follow up.	TBD

Hunting and Fishing Licenses/POS	Alabama Department of Conservation and Natural Resources	This application allows users to select from available permits and purchase them on-line.	This project is currently still in the proposal stage. The agency is looking for a total turnkey solution.	TBD
Payment of Court Cost	Administrative Office of Courts	This application allows Courts to accept payments by county via Internet.	This project is still in the preliminary stage.	TBD
Federal Mining ⁹⁷ Project	Alabama Department of Environmental Management	This application allows for the online submission of the pre-construction watershed application	Waiting to review requested data before development can begin.	January/February
Renewal of Builders Licenses	Alabama Home Builders Licensure Board	This application allows for the renewal of licenses online. Allows for the editing of address and personal information.	This project is currently tabled. The agency said they would make contact when ready to proceed.	TBD
Refund Status for Individual Income Tax	Alabama Department of Revenue	This application allows for users to check the status of their individual income tax filings online, 24/7.	Waiting to review requested data before development can begin.	January/February

Note: The agencies represented in “Planning and Consideration” are agencies that have committed wanting service provided by Alabama Interactive. Other agencies we have met with, but need internal follow up before continuing include: ***Department of Education, Personnel Department, Alabama Real Estate Appraisers Board, Alcohol and Beverage Control Board, Board of Professional Engineers and Land Surveyors and State Banking Department.***

SERVICE REQUEST

No new Service Request for October.

OPERATIONS & ADMINISTRATION

Alabama Interactive Personnel

Erin Linton-Wright has accepted the position of Director of Marketing and plans to be in the office on November 18th. Erin has been with NIC for three years and has an extensive knowledge of project management and marketing.

Satheesh Naidu has been hired as a lead developer. He is working as a developer at IDT, a division of NIC. Satheesh is expected to relocate the week of November 18th.

OTHER BUSINESS/IN CLOSING

October proved to be a great opportunity for learning. The NIC Marketing Conference in Nashville introduced us to new successful technologies, processes and methodologies that we hope to implement in Alabama. Also, most of our time in October was dedicated to administrative efforts and projects for the Department of Revenue, Department of Public Safety and getting the AI office space set up. We are excited about the production of these efforts and look forward to November, having new employees on the ground and MVRs online.

Respectfully Submitted,

Winn McInnis